

Leading by Example: Exemplary Low-Income Energy Efficiency Programs

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“Exemplary” utility-funded low-income energy efficiency programs

- In spring of 2005 ACEEE initiated a national search for “exemplary” low-income energy efficiency programs.
- ACEEE staff worked with an expert panel to select programs to be recognized as “exemplary” or “honorable mention.”
- Objective was to identify and describe programs worthy of emulation.

Selection Criteria

- Positive energy and cost savings impacts
- Replicability
- Innovation
- Participant satisfaction
- Unique services
- Stakeholder support

While all factors weighed, it was the judgment of the panel that determined programs selected—"scoring" was done more as an initial screening of candidates.

Additional project objectives

- Sought a mix of programs that represents the variety of approaches, structures, providers and services provided in this sector.
- Result was a set of exemplary programs—not the set---clearly didn't include all such programs.
- Wanted to produce a “catalog” of exemplary programs—a “guide book” or “idea book” for policy makers and program managers.

...and the selected programs are..

For the full story and complete information:

Meeting Essential Needs: The Results of a National Search for Exemplary Utility-Funded Low-Income Energy Efficiency Programs.

M. Kushler, D. York and P. Witte.

ACEEE report number U053

Available for free at <http://aceee.org>

Includes profiles of 24 programs selected and overall findings



Common Traits and Trends

- Partnerships and multi-party collaboratives are common—including regional and state-wide common program platforms.
- Community action agencies provide direct customer services for many programs.
- Single or “primary” providers of services are common—single “portal” to menu of services—emphasize customer friendliness and ease of participation.

Common Traits and Trends

- Programs employ sophisticated diagnostic and analytical tools.
- Whole-house approaches are common.
- Customer education is often an integral part of service package provided.

Common Traits and Trends

- All types of energy use are targeted—electricity, natural gas, heating oil, LP and even renewable energy (in a few cases).
- Program evaluation is an integral and on-going element of programs.
- Programs use innovative services and approaches for “hard to reach” customers—and provide services to customers outside the boundaries and definitions of “low-income.”

Common Traits and Trends

- Programs address the full spectrum of housing types—single family, multi-family and mobile homes.
- Programs include a full menu of household energy efficiency improvements in set of options considered.
- Program cost-effectiveness is a lesser issue, but still important objective.
- Programs are achieving significant success.



Conclusions

- Low-income energy efficiency programs work—we now have over 2 decades of successful experience.
- Such programs yield numerous energy and non-energy benefits.
- No single “exemplary” model—successful programs can be found under variety of structures and service providers.

Questions? Follow-up?

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Thank you!

